

CABINET – 6 AUGUST 2025

TENANT SATISFACTION MEASURES 2024/25

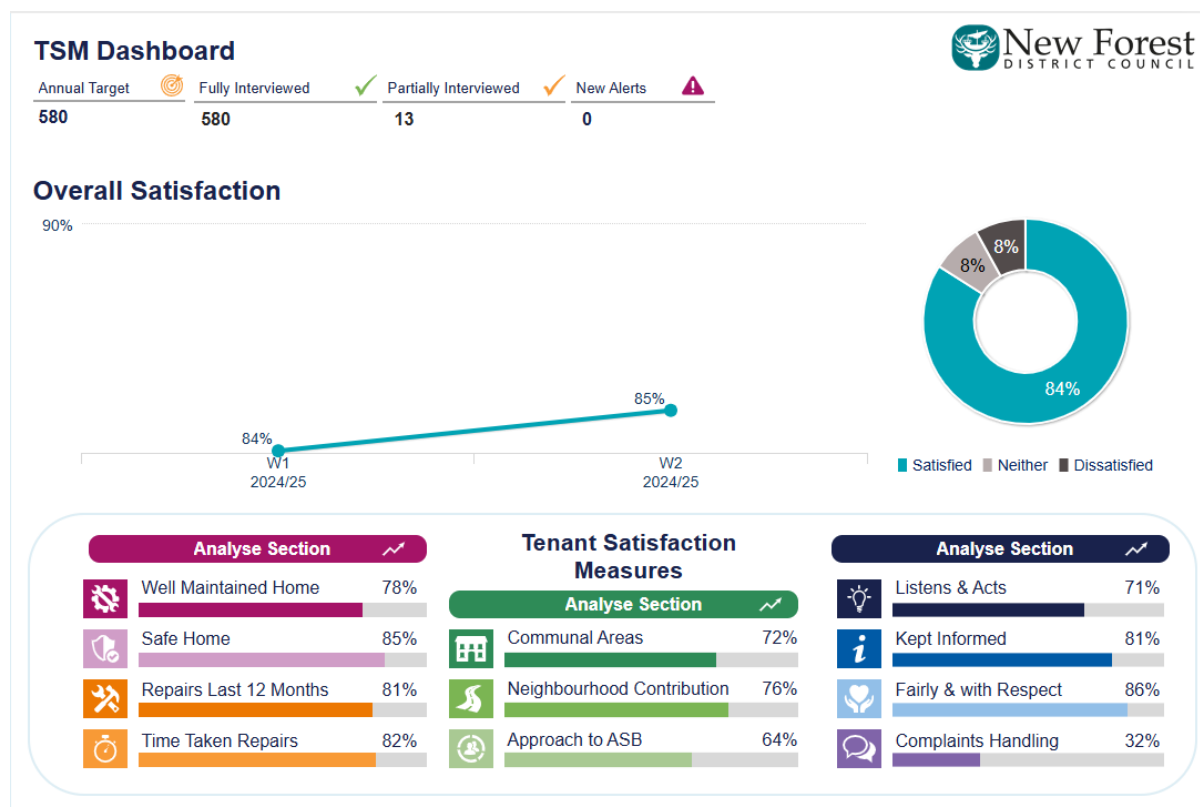
Purpose	For Review
Classification	Public
Executive Summary	<p>This report provides Cabinet with the Council's Tenant Satisfaction Measures (TSMs) performance for 2024/25. It is a regulatory requirement that all registered providers of social housing collect and then report to the regulator and their tenants a set of standardised measures.</p> <p>These measures, called the 'TSMs', highlight performance against a total of 22 performance indicators (12 tenant perception measures, and 10 internal performance measures) – providing insight to influence service improvement and enable tenants to measure the Council against other providers, and hold the Council to account</p>
Recommendation(s)	1. That Cabinet review the TSM results and note performance reported for 2024/25.
Reasons for recommendation(s)	The recommendation supports the council's requirement to meet the Social Housing Regulation Act, associated consumer standards, and enable effective scrutiny of the Council's Housing Services.
Ward(s)	All
Portfolio Holder(s)	Councillor Steve Davies – Housing and Homelessness
Strategic Director(s)	Richard Knott – Strategic Director Housing and Communities
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Introduction and background

1. The Regulator of Social Housing launched its current regulatory framework on 1 April 2024, including the introduction of statutory reporting requirements of standard Tenant Satisfaction Measures (TSMs).
2. TSMs are collected by the council representing both tenants' perceptions of housing services, as well as internal management measures representing the safety and quality of our homes and services. These measures must be reported to the Regulator on an annual basis, with the regulator publishing this data for all registered providers of social housing in the autumn of each year.
3. There are 12 tenant perception TSMs, where the Council must seek the views of a representative proportion of our tenant population. These perception TSMs are undertaken by Acuity Research and Practice on behalf of the Council to ensure they are not only independent, but also meet the strict requirements of the regulatory technical requirements for survey, submission and publication. Details of both the methodology and outcomes of this survey and outlined in Appendix 1 – New Forest District Council TSM 24-25 Annual Report.
4. There are then 10 internal management TSMs which the Council must measure and report on. Following strict technical guidance from the regulator, these measures focus on tenant safety and compliance areas, alongside how the Council performs relating to repairs, anti-social behaviour and complaints.
5. This Council now has 2 years of TSM data with which to measure our performance, whilst also being able to compare our performance nationally with both housing associations and other stock holding local authorities.

TSM performance – Tenant perception

6. The following image gives an overview of this year's TSM tenant perception performance, outlining satisfaction as a percentage on each of the key areas set out by the regulator.



7. The following chart gives a view of how our performance compares to last year's (2023/24) TSM performance.

Measure	2023/24	2024/25	Change ↑↓↔
Overall satisfaction	81%	84%	↑ 3%
Overall repairs	82.8%	81%	↓ 1.8%
Time taken repairs	82.8%	82%	↔
Well maintained home	82.1%	78%	↓ 4.1%
Safe home	84.7%	85%	↔
Listens and acts	67.8%	71%	↑ 3.2%
Keeps you informed	78.9%	81%	↑ 2.1%
Fair and with respect	82.2%	86%	↑ 3.8%
Approach to complaints	29.1%	32%	↑ 2.9%
Communal areas	68.6%	72%	↑ 3.4%
Neighbourhood	72.1%	76%	↑ 3.9%
ASB handling	62%	64%	↑ 2%

8. It is observed that overall satisfaction has improved this year compared to last, with improved satisfaction in several other key areas.

9. There are some areas of tenant perception that have dropped slightly in satisfaction levels, and a review is underway to understand comments given by those surveyed, considering the reasons why. These comments largely relate to reports of damp and mould.

TSM performance – Internal management measures

10. The following chart provides an overview of this year's internally measured TSM performance indicators, alongside a comparison to last year's reported performance.

Measure	2023/24	2024/25	Change ↑↓↔
RP01 Proportion of homes that do not meet the Decent Homes Standard	2.14 %	1.20%	↓ 0.94%
RP02 – Emergency repairs completed within target timescale	94.30%	93.40%	↓ 0.90%
RP02 – non-emergency repairs completed within target timescale	91.98%	93.69%	↑ 1.71%
BS01 Gas safety checks	98.21%	100%	↑ 1.79%
BS02 Fire safety checks	95.59%	100%	↑ 4.41%
BS03 Asbestos safety checks	98.27%	100%	↑ 1.73%
BS04 Water safety checks	75.50%	100%	↑ 24.5%
BS05 Lift safety checks	100%	100%	↔
CH01 Stage 1 complaints received per 1000 dwellings	7.9	12.9	↑ 5.00
CH01 Stage 2 complaints received per 1000 dwellings	1.5	5.1	↑ 3.60
CH02 Stage 1 complaints response handling in time	100%	95.59%	↓ 4.41%
CH02 Stage 2 complaints response handling in time	100%	100%	↔

NM01 Anti-social behaviour cases per 1000 dwellings	30.8	39.4	↑ 8.60
NM01 Anti-social behaviour cases that involve hate incidents per 1000 dwellings	0.57	0.19	↓ 0.38

11. It is observed that key areas of tenant safety and compliance have seen a positive improvement compared to last year.
12. Initial reviews have been undertaken to consider those areas seeing a decrease in performance. It is acknowledged that complaints and anti-social behaviour reports have seen an increase in reporting, predominantly due to increased national and local focus, and the fact that the Council now has a track record of treating complaints seriously and acting upon tenant feedback, giving confidence to those who have genuine complaints with the service they have received.

Comparison performance to national 2023/24 results

13. Annual publication of all Registered Providers performance on the TSMs is undertaken by the Regulator of Social Housing in the Autumn of each year. As a result, the Council cannot at this stage compare this year's performance nationally. Nevertheless, when comparing the Council's results with the national picture from Autumn 2024, the Council remain in the upper quartile (top 25% of all landlords and top 10% of local authority landlords) with tenants rating our services highly.

Financial implications

14. The measurement, reporting and service improvements associated with the Council's TSM performance are embedded within existing budgetary commitments and provisions.

Environmental / Climate and nature implications

15. Whilst the report has no direct implications, the work of NFDC associated with TSMs and performance continues to complement its existing commitments to neighbourhood and climate objectives in the longer term.

Equalities implications

16. TSM collection and reporting, specifically for the perception measures, must ensure it is both representative of the Council's tenant population, and also is accessible. Appendix 1 details how this has been achieved for this year's TSMs.

Crime and disorder implications

17. Whilst there are no direct crime and disorder implications arising from this report, through our service improvement plans (specifically relating to Anti-Social Behaviour and neighbourhood) it is anticipated there will be potential indirect and positive impacts on the Council's tenants and neighbourhoods.

Data protection

18. The collection, retention and deletion of tenant data is governed by GDPR and associated guidance.

Conclusion

19. Housing management, compliance & tenant perception performance continues to perform well and improves on 23/24 performance. There are some areas of tenant perception that have dropped slightly in satisfaction levels, as well as increased reporting of complaints and anti-social behaviour. A review is underway to understand comments given by those surveyed to further understand the reasons why and consider action plans where needed.
20. The TSM have been submitted to the Regulator of Social Housing, and tenants have been provided with the results in the Summer HomeTalk edition – with further publication being provided on our website and through a communications release. Service Managers are also provided with the TSM results to ensure their service plans take into account the results.
21. It is recommended that Cabinet review this performance and report, and use the data to ensure scrutiny takes into account tenants views and performance.

Appendices:

Appendix 1 – New Forest District
Council TSM 24-25 Annual Report

Background Papers:

Published documents